

FS

Forrest L Shula

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Professional Summary

I love to work hands on with any project. I am always willing to learn a new task or skill to build my knowledge. I like to work in fast paced environments and challenges to push myself and my abilities.

Skills

- Task prioritization
- Customer relations
- Microsoft Word
- Time management

Experience

JUNE 2015 - CURRENT

Server/Bayhost

Top Golf Scottsdale | Scottsdale , AZ

- Maintained full compliance with legal, health, and safety regulations.
- Collaborated with team members to meet daily demands and handle challenging projects.
- Kept all areas clean, organized and in line with company professional standards.
- Served customers by going above-and-beyond to offer exceptional support for all needs.
- Monitored employees and guests to prevent workplace accidents that may be cause by golf clubs and/or golf balls..
- Helped team handle high-volume work by prioritizing tasks and organizing supplies.
- Developed solid relationships with staff, customers, and vendors.
- Enhanced customer satisfaction with fast, knowledgeable food and drink service.

OCTOBER 2017-DECEMBER 2018

Assistant Manager/ Team Leader

Top Golf Scottsdale | Scottsdale, AZ

- Mentored associates to enhance skills and achieve daily targets, using hands on and motivational leadership.
- Directed and lead associates, supervising activities to drive productivity and efficiency.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Assisted Managers in evaluating associate performance and cultivating improvement initiatives.

OCTOBER 2016 - DECEMBER 2020

Lower Bay Technician

Jiffy Lube | Mesa, AZ

- Identified problems with customers' vehicles using standard multi-point inspections.
- Delivered excellent customer service while handling all aspects of quick lube

express services.

- Improved performance and life of parts with regular greasing and lubrication.
- Verified quality of repairs by road-testing vehicles.
- Communicated effectively with customers regarding work orders, estimates, and repair completion dates.
- Protected customer vehicles from damage with consistent use of proper safety procedures.
- Inspected vehicles for damage and recorded findings.
- Satisfied customers with knowledgeable support and expert repairs for all vehicle systems.
- Completed frequent basic repairs on different makes and models, servicing brakes, charging air compressors, and changing engine oil.
- Maintained cleanliness of work area.
- Identified cracks, faults and damages through in-depth visual inspections and troubleshooting tests.

APRIL 2016 - SEPTEMBER 2016

Busser/Food and Drink Runner

Road House Cinemas | Scottsdale, AZ

- Communicated with servers to assist with guest needs.
- Assisted customers with questions about food, beverages, and restaurant services.
- Resolved customer complaints independently or in collaboration with servers, kitchen staff, and management.
- Handled guest needs efficiently, including additional condiments, napkins, and drink refills.
- Kept customers satisfied by always being ready to help FOH and BOH staff with any job.
- Kept dining areas presentable and customer-ready, quickly handling spills and resetting tables.
- Satisfied customers with fast, friendly and knowledgeable support.
- Managed customer expectations, communicating realistic food preparation times and opinions on menu items.
- Enhanced team efficiency with well-stocked stations and efficient side work.
- Supported team consistently, helping with hostess, food delivery and bussing needs.

Education

MAY 2009

High School Diploma

Hopi Jr Sr High School, Keams Canyon, AZ